ventures like setting up coffee processing industries.

**Discovery of new Export items for Boosting Exports**

675. SHRI O.P. KOHLI: Will the Minister of COMMERCE be pleased to state:

(a) whether it is a fact that there has been sluggishness in the exports and Government, of late, have not been able to make any dent in export activities except in case of traditional commodities;

(b) if so, what steps Government are proposing to take to discover new items for export; and

(c) what initiative Government have taken to boost the exports?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (SHRI BOLLA BULI RAMAIAH): (a) Sir, Export growth is being maintained on a higher base achieved in recent years though there is a slow down in the rate of export growth. The share or non-traditional commodities like processed food, chemical and related products, engineering goods, electronic goods, projects goods etc. in total exports has shown an increase of late.

(a) and (c) Export promotion measures are being taken continously to promote exports. These include interactions with trade and industry, debottlenecking of export infrastructure, simplification of policies and procedures, involvement of State Governments in export efforts etc. Based on discussion with trade and industry the Government is evolving a medium term strategy to focus on markets and commodities for giving thrust to export promotion efforts.

**Target for Coffee Export**

676. SHRI SANJAY DALMIA: Will the Minister of COMMERCE be pleased to state:

(a) the total quantity of coffee exported and the foreign exchange earned therefrom during each of the last three years upto March 31, 1997, country-wise;

(b) whether any target has been fixed for the export of coffee during the current year;

(c) if so, the details thereof; and

(d) the steps taken by Government to boost the export of coffee during the current year?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (SHRI BOLLA BULI RAMAIAH): (a) The total quantity of coffee exported and the foreign exchange earned ther"efrom during the last three years is given below:

| Year (April-March) | Quantity (in tonne) | Value (US $ million) |
|---|---|---|
| 1994-95 | 1,37,395 | 342.12 |
| 1995-96 | 1,70,990 | 456.00 |
| 1996-97 (Provisional) | 1,79,418 | 448.67 |

Country-wise details of export of coffee is available in the Foreign Trade Statistics of India published by DGCI&S, copies of which are available in the Parliament Library.

(b) and (c) Yes, Sir. A target of 1,65,000 tonnes has been fixed for export of coffee during hte current year.

(d) For boosting export of coffee, the Coffee Board is focussing on targetted import markets like USA, Japan, Russia. Middle East Countries, etc. The Board will also participate in selected food fairs/exhibitions abroad in active association with exporters, release advertisements on unique features of Indian coffee in selected overseas trade journal*. Sponsor trade delegations/invite delegations of roasters from all the target markets to India, arrange service of Indian coffee abroad through our Embassies, distribute gift packets of Indian coffee through Indian Embassies on special occasions and festivals, promote logo for Indian coffee, and publish and distribute literature on Indian coffee.

**Decline in Export of Tea**

677. DR. D. VENKATESHWAR RAO: Will the Minister of COMMERCE be pleased to state:

(a) whether India's tea exports during 1996-97 have fallen short of the target;

(b) if so, the reasons therefor; and

(c) the steps proposed to boost export of tea?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (SHRI BOLLA BULI RAMAIAH): (a) to (c) Exports of tea during 1996-97 are estimated at 162.86 million kg. as against the target of 180 million kg. The decline is due to lower imports of tea by countries like Russia, Poland, Ukraine, Egypt etc. Country-wise exports of tea is being analysed for giving special attention to areas offering potential. Tea Board is also identifying and trying to remove bottlenecks in individual markets.

Other steps taken to increase exports of India tea include (i) participation in major trade fairs/exhibitions abroad; (ii) media campaign to increase consumer awareness of speciality of Indian tea and campaign to popularise the Tea Board's marketing symbol which stands for purs Indian tea.

**National Commission on Development of Infrastructure**

678. DR. Y. LAKSHMI PRASAD: Will the Minister of FINANCE be pleased to state:

(a) whether Government propose to set up a National Commission on Development of Infrastructure in the country for going into the different faces of the problem including the question of raising of resources for the purpose; and

(b) if so, the, details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) No, Sir.

(b) Does not arise.

**Steps to Enhance Bank Credit to Trade and Industry**

679. SHRI K. RAHMAN KHAN: Will the Minister of FINANCE be pleased to state:

(a) whether it has come to the notice of Government that banks are not serious in expanding die credits and the Managers are not helpful to the borrower;

(b) what steps the RBI and Government propose to take for providing credit to trade and industry;

(c) whether any grievance cells are functioning for people who are refused bank advances inspite of their being satisfying all the requirements; and

(d) how many complaints have been received by such cells and if such cells are not functioning at present whether Government will consider to establish such cells?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) and (b) The Reserve Bank of India (RBI) has reported that no complaints have been received that need-based credit requirement has not been provided by banks. Pursuant to the credit policy announced on 15th April, 1997, several measures have been initiated by the RBI for accelerating credit flow from the banking system. These include dispensation of mandatory consortium requirements for credit limits exceeding Rs. 50 crores, removal of concept of Maximum Permissible Bank Finance (MPBF), revision of minimum period of Commercial Paper (CP) from three months to one month and reduction of lending rates. With the easy liquidity postion of the banks, availability of adequate funds for undertaking lending operations has been ensured.

(c) and (d) Improvement of customer service is an area to which banks are giving attention on a continuing basis. However, Nodal Officers have been appointed in all public sector banks to deal with customer grievances/complaints. The RBI has also formulated Banking Ombudsman Scheme, 1995 for expeditious and inexpensive resolution of customers' complaints against the banks. As of date, there arc 11 Ombudsmen all over the country. The customers' response to the Ombudsman Scheme is satisfactory. The date regarding number of complaints is, however, not readily available.